

Figure 1 (Prior Art)

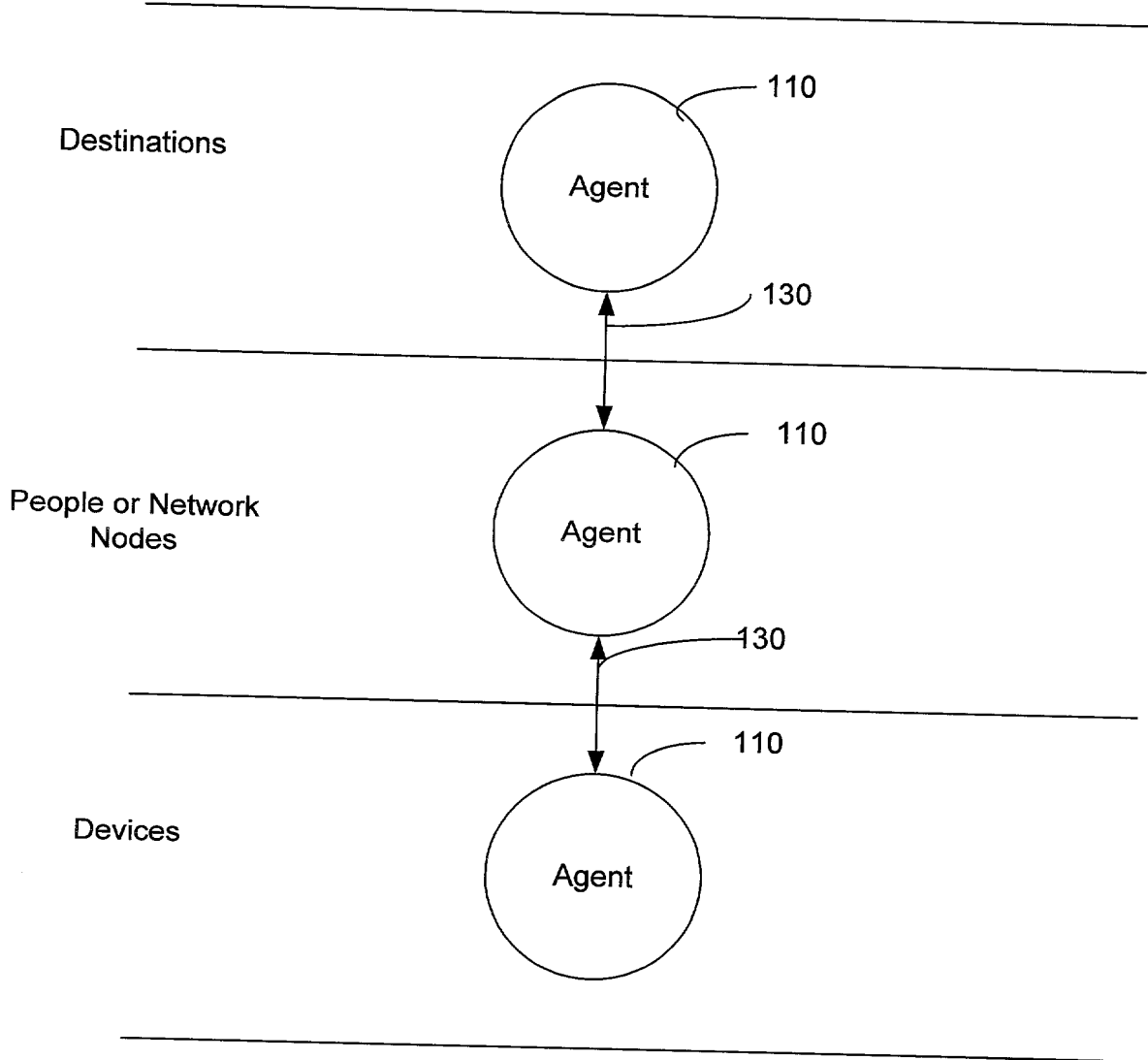


Figure 2

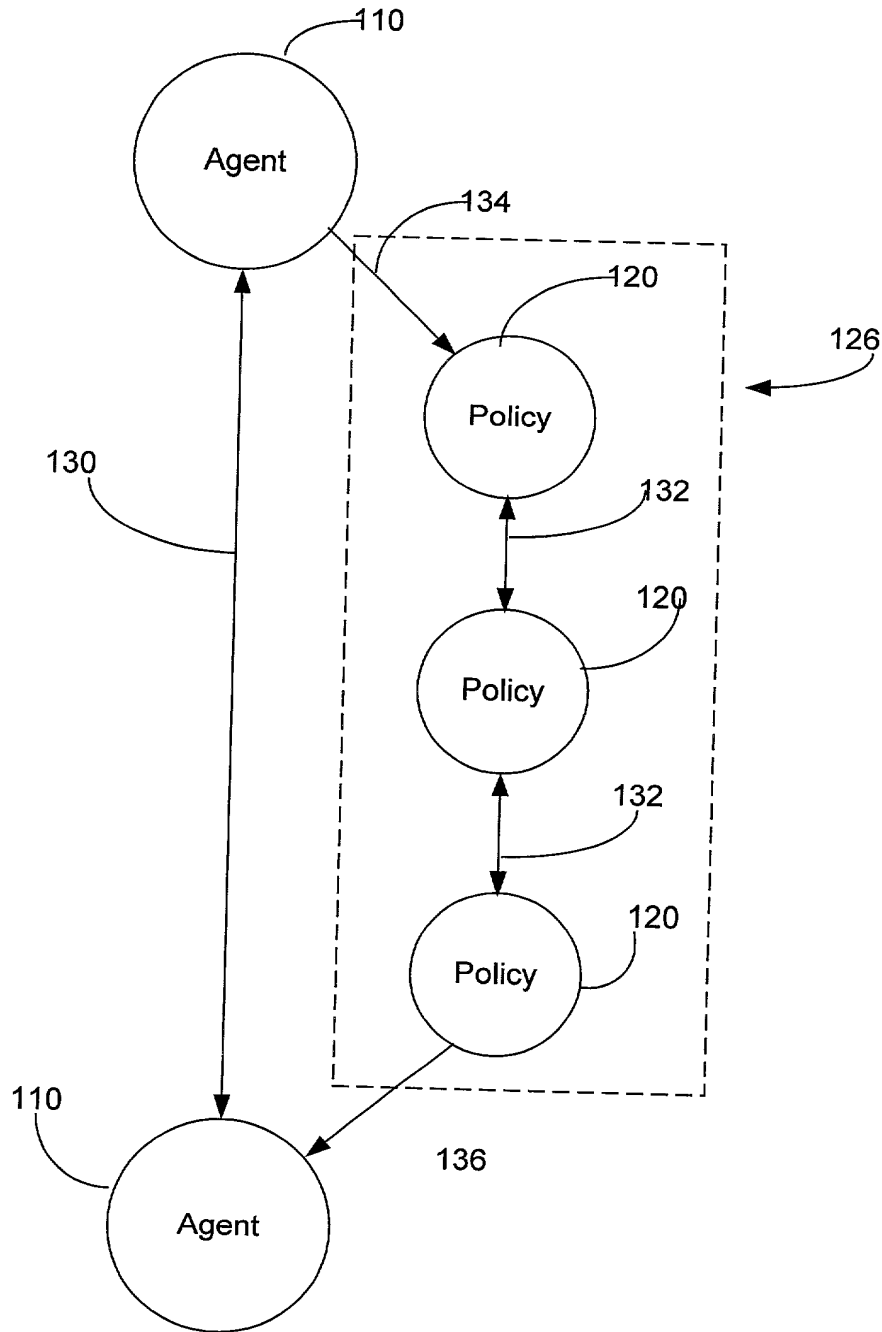


Figure 3

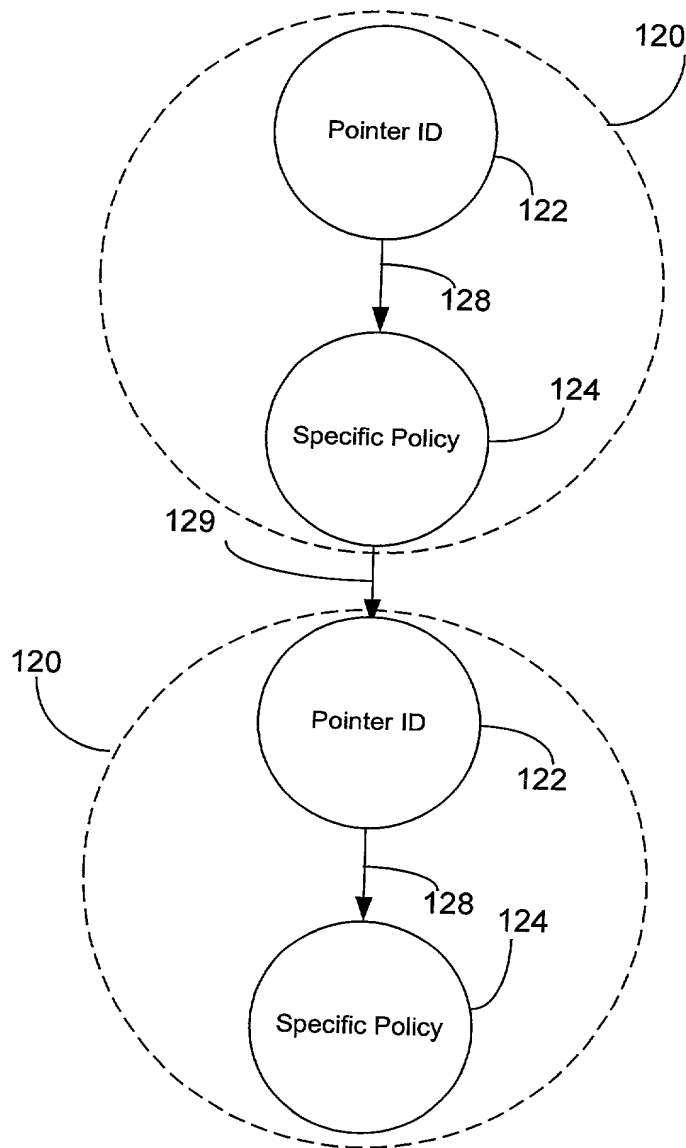


Figure 4

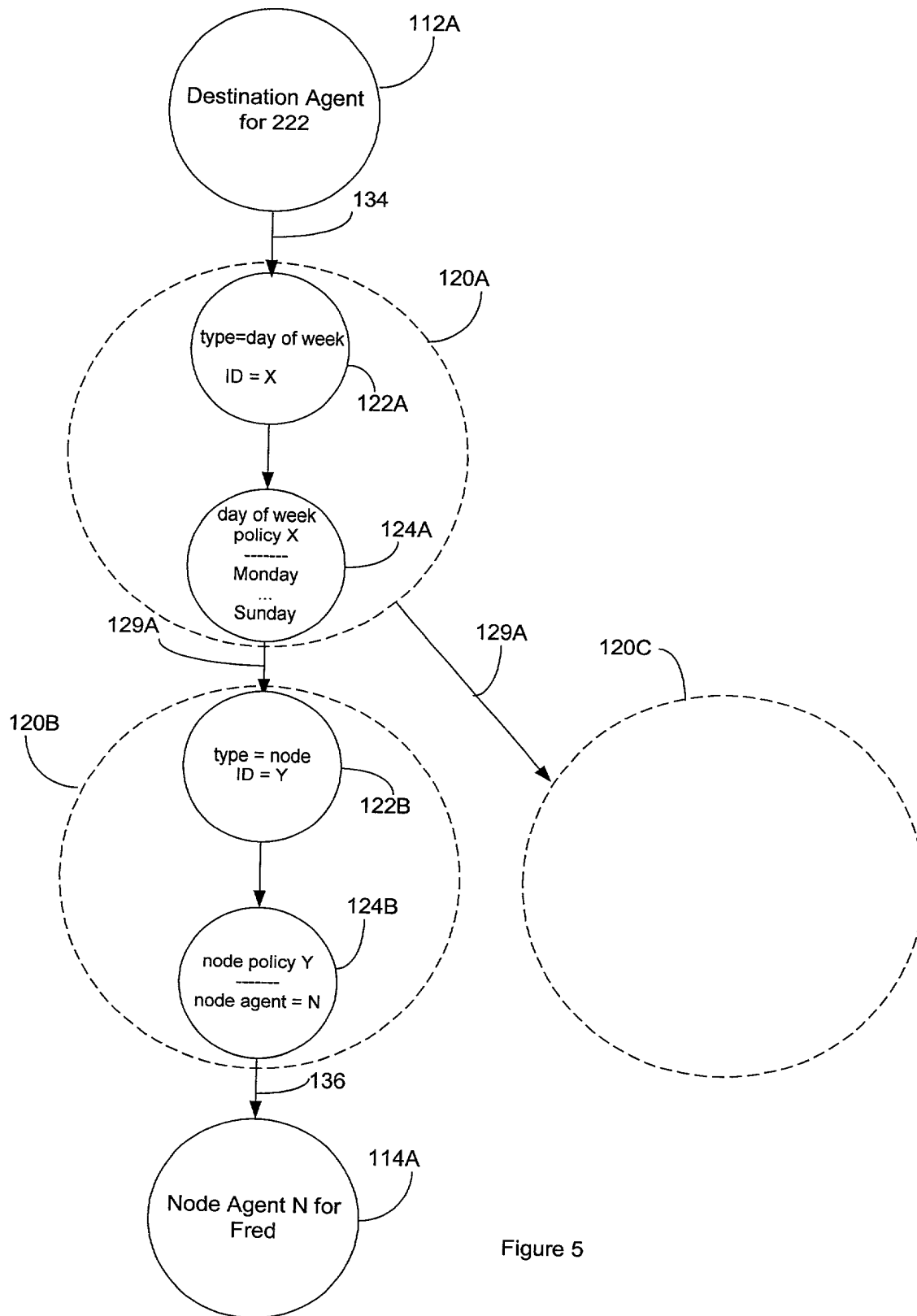


Figure 5

Types of Policy in Policy ID:

- Time of Day Policy
- Day of Week Policy
- Date Policy
- Calling Line ID Policy
- Group Policy
- Node Policy
- Device Policy

Figure 6A

Policies in Policies

## Selection Policy in Group Policy:

- terminal
- circular
- broadcast
- longest idle

## Destination Policy in Node Policy

- based on which destination was used to reach this node can choose a different policy path

Figure 6B

7/23

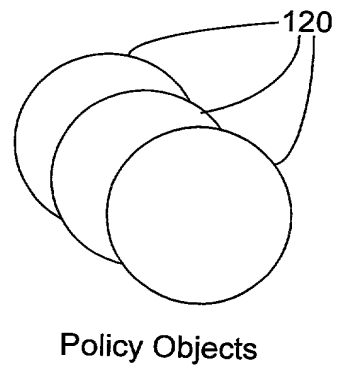
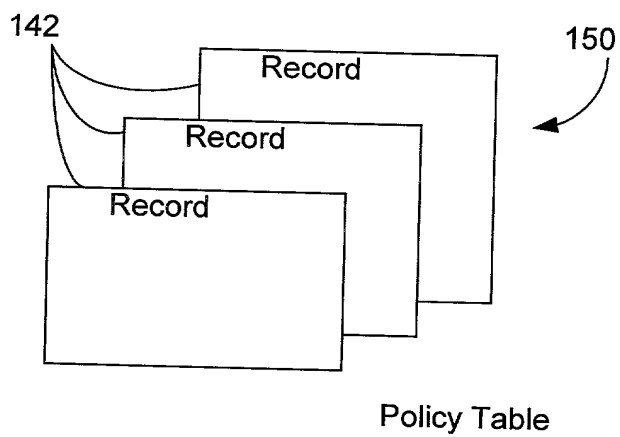
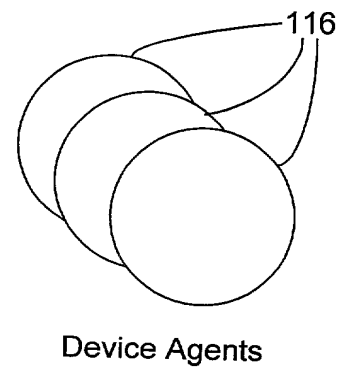
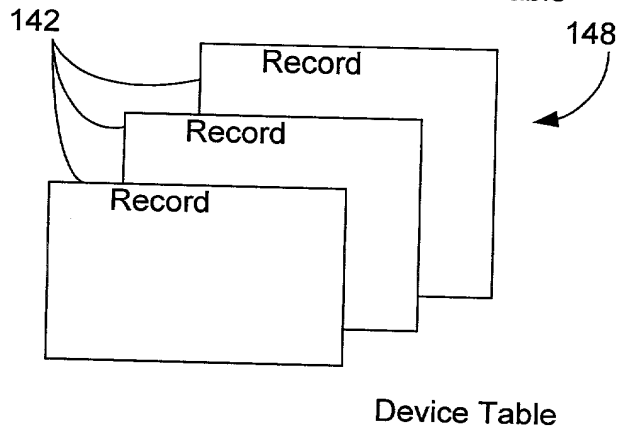
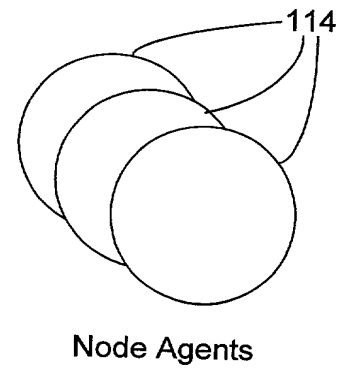
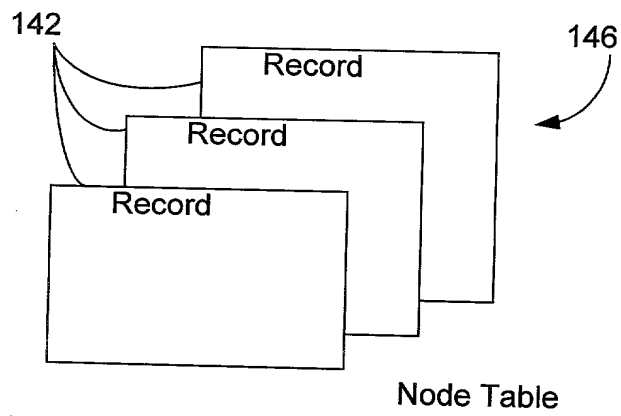
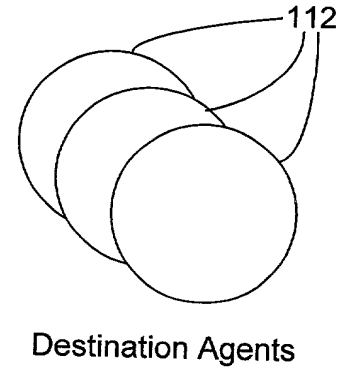
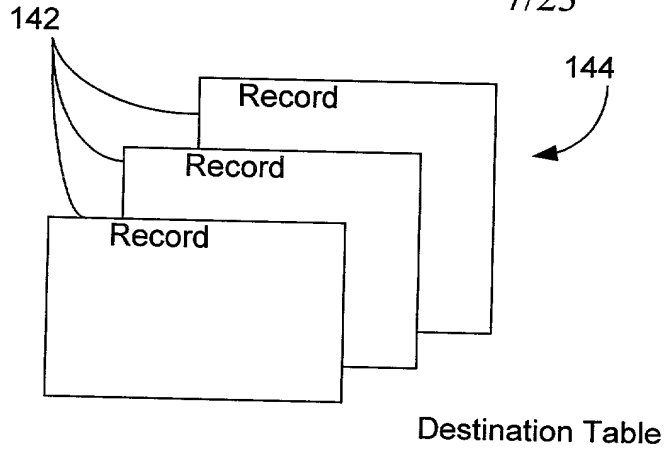


Figure 7

8/23

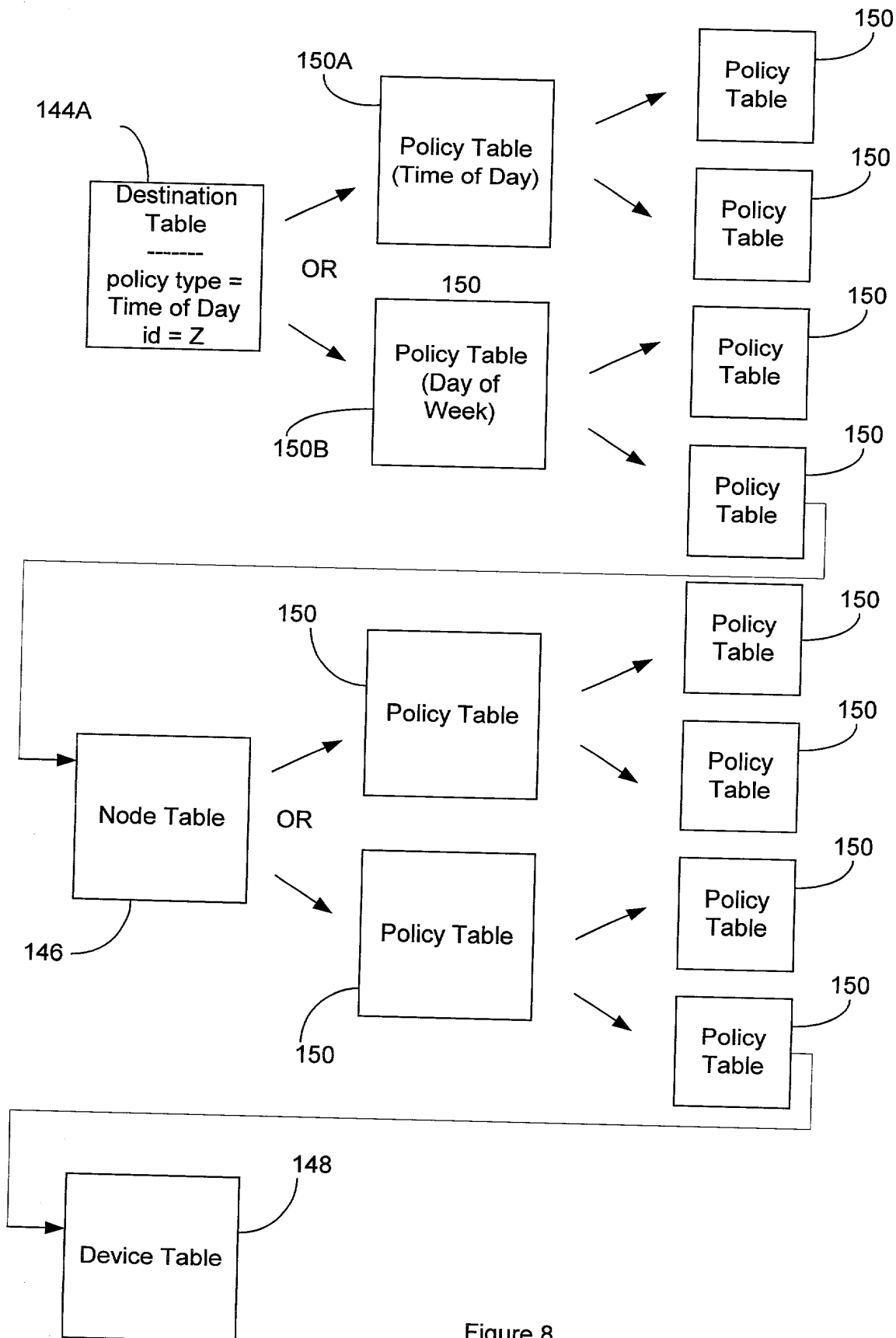


Figure 8



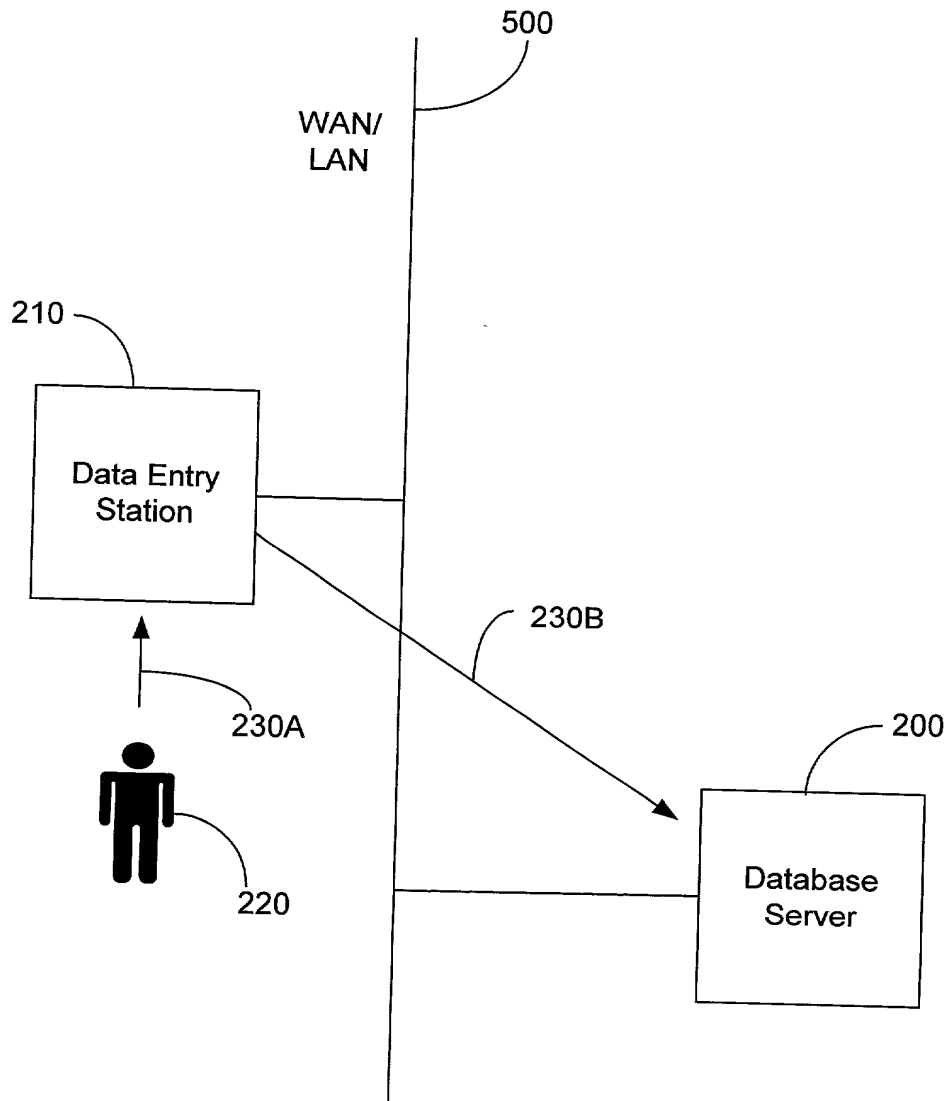


Figure 9

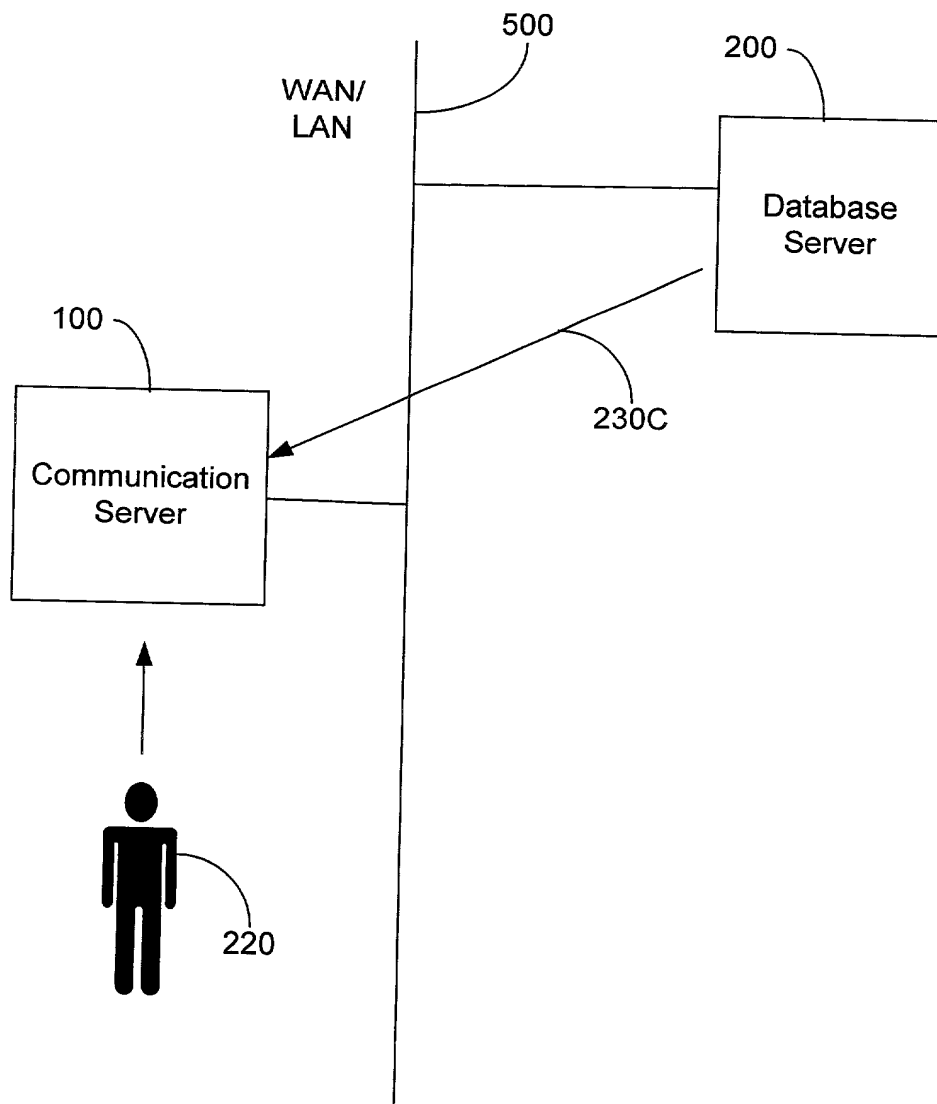


Figure 10

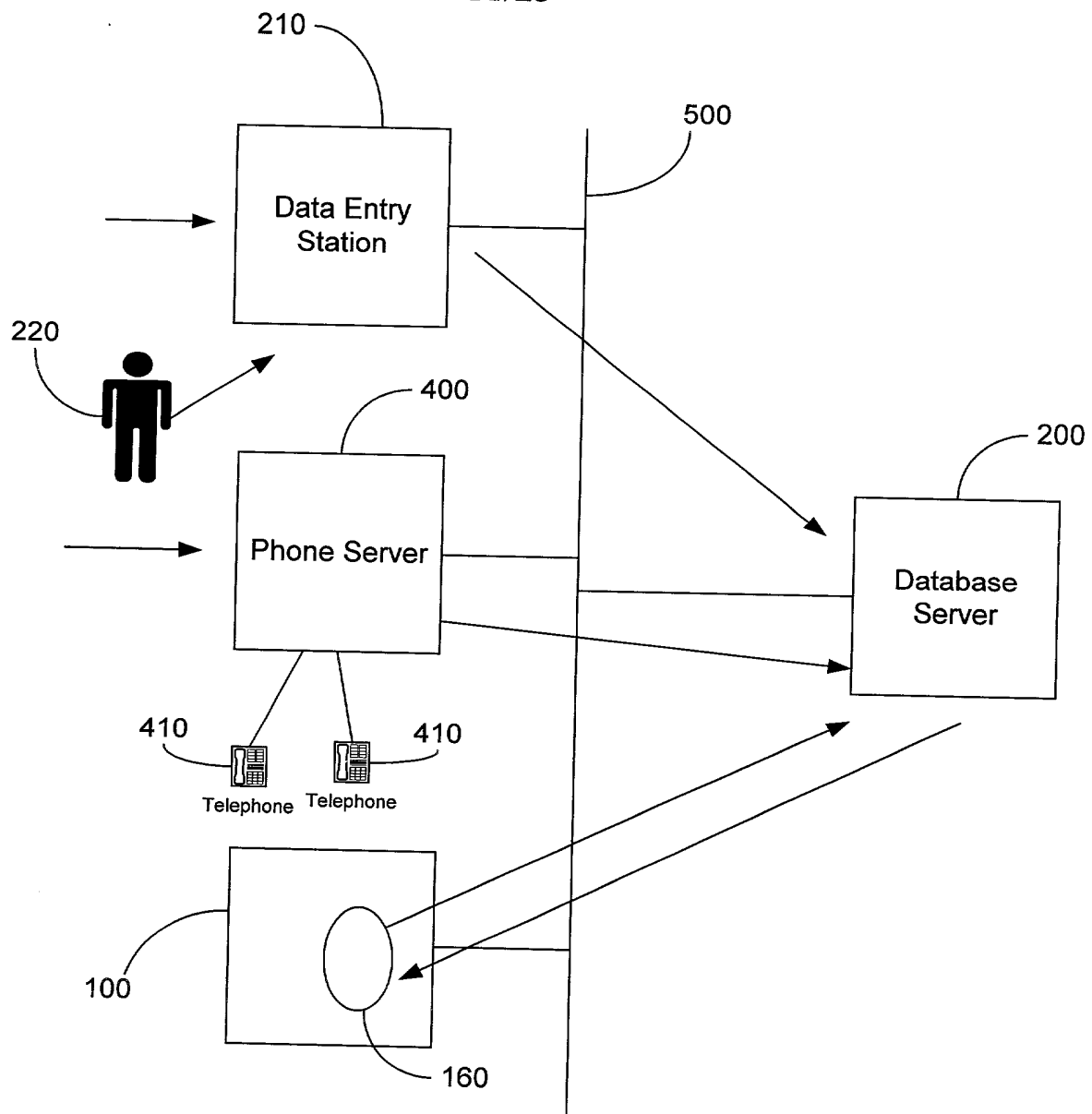


Figure 11

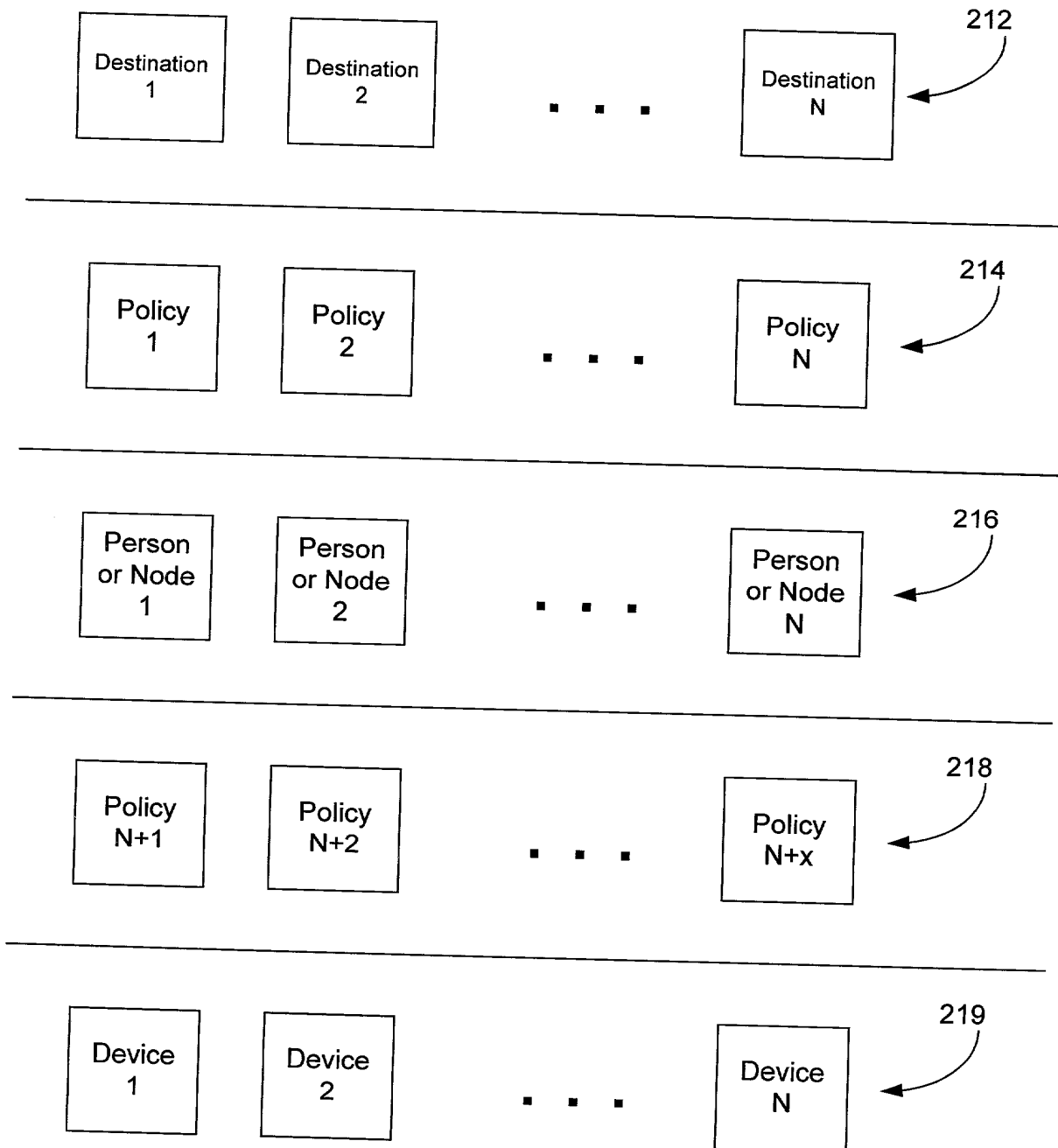


Figure 12

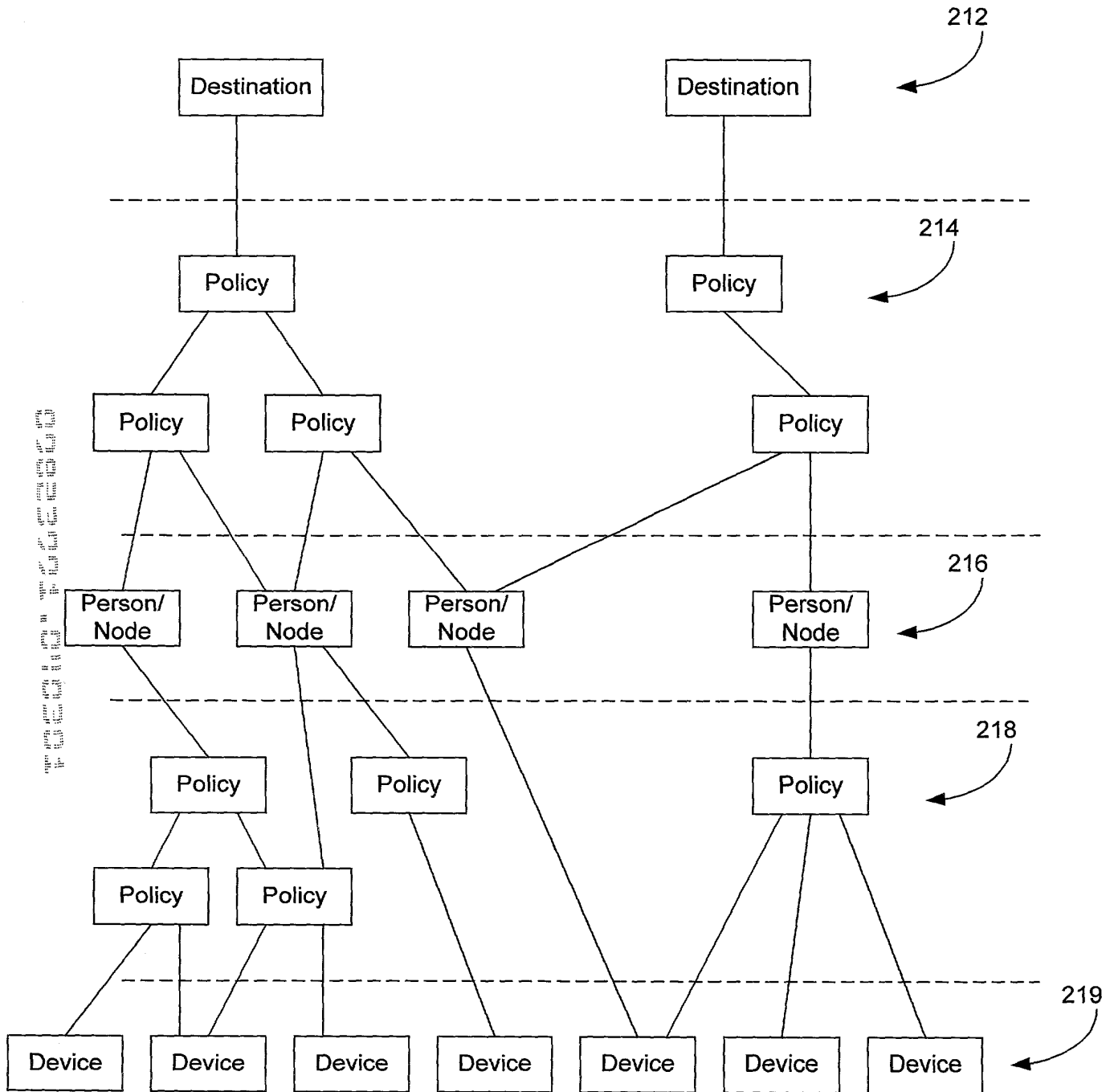


Figure 13

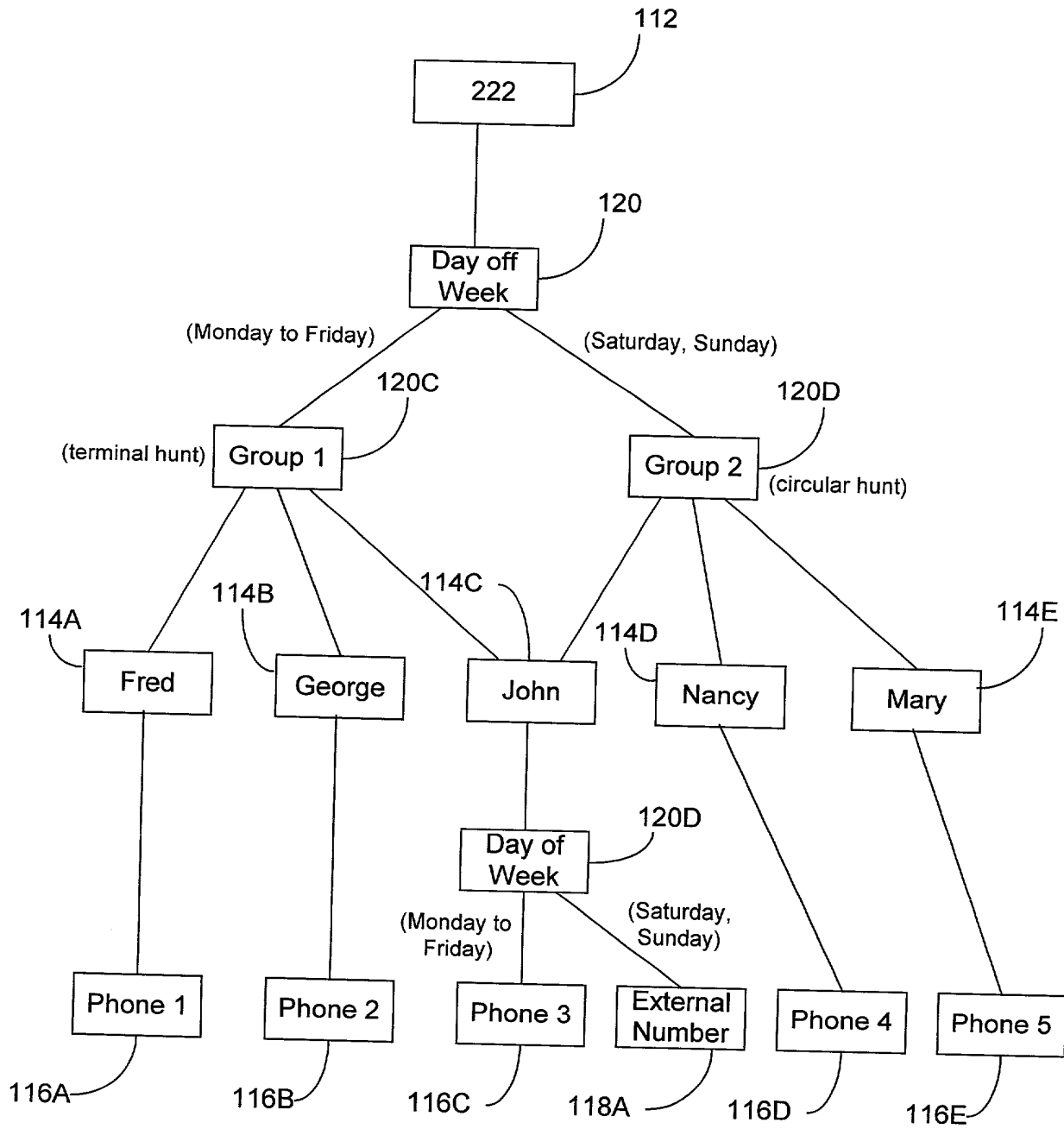


Figure 14

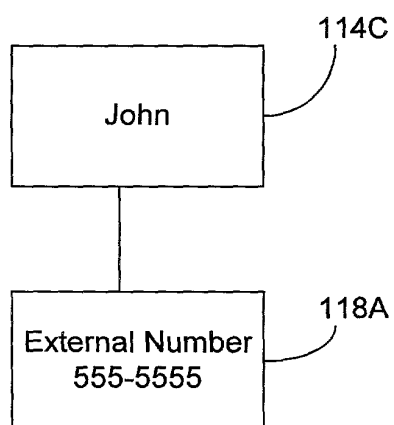


Figure 15A

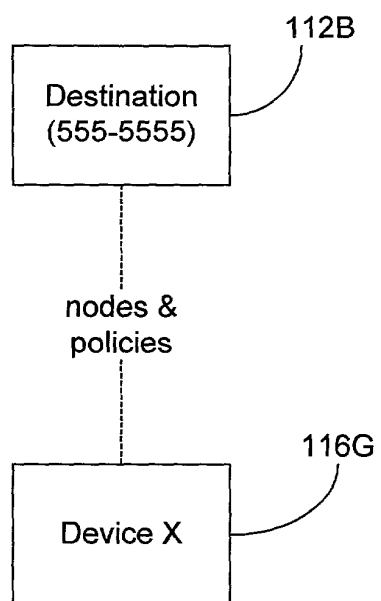


Figure 15B

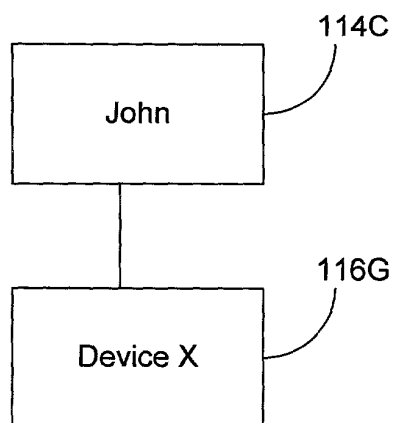


Figure 15C

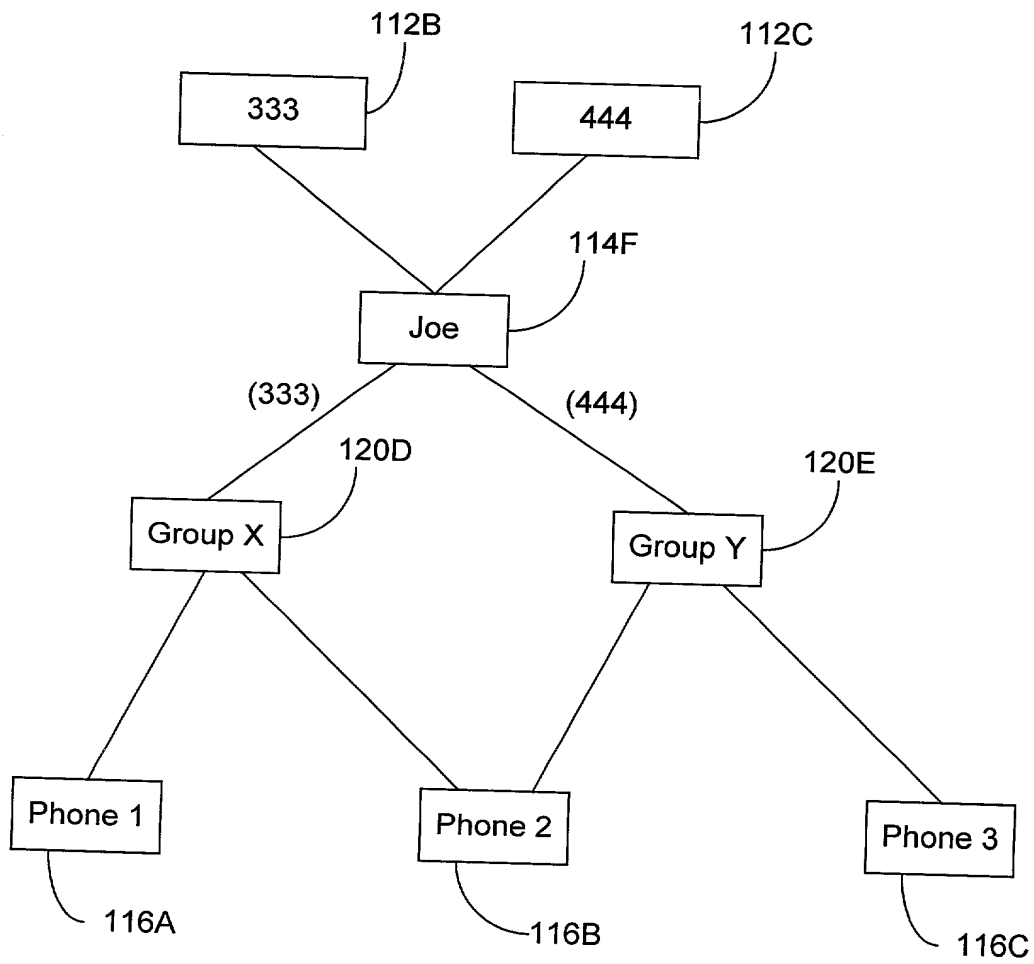


Figure 16



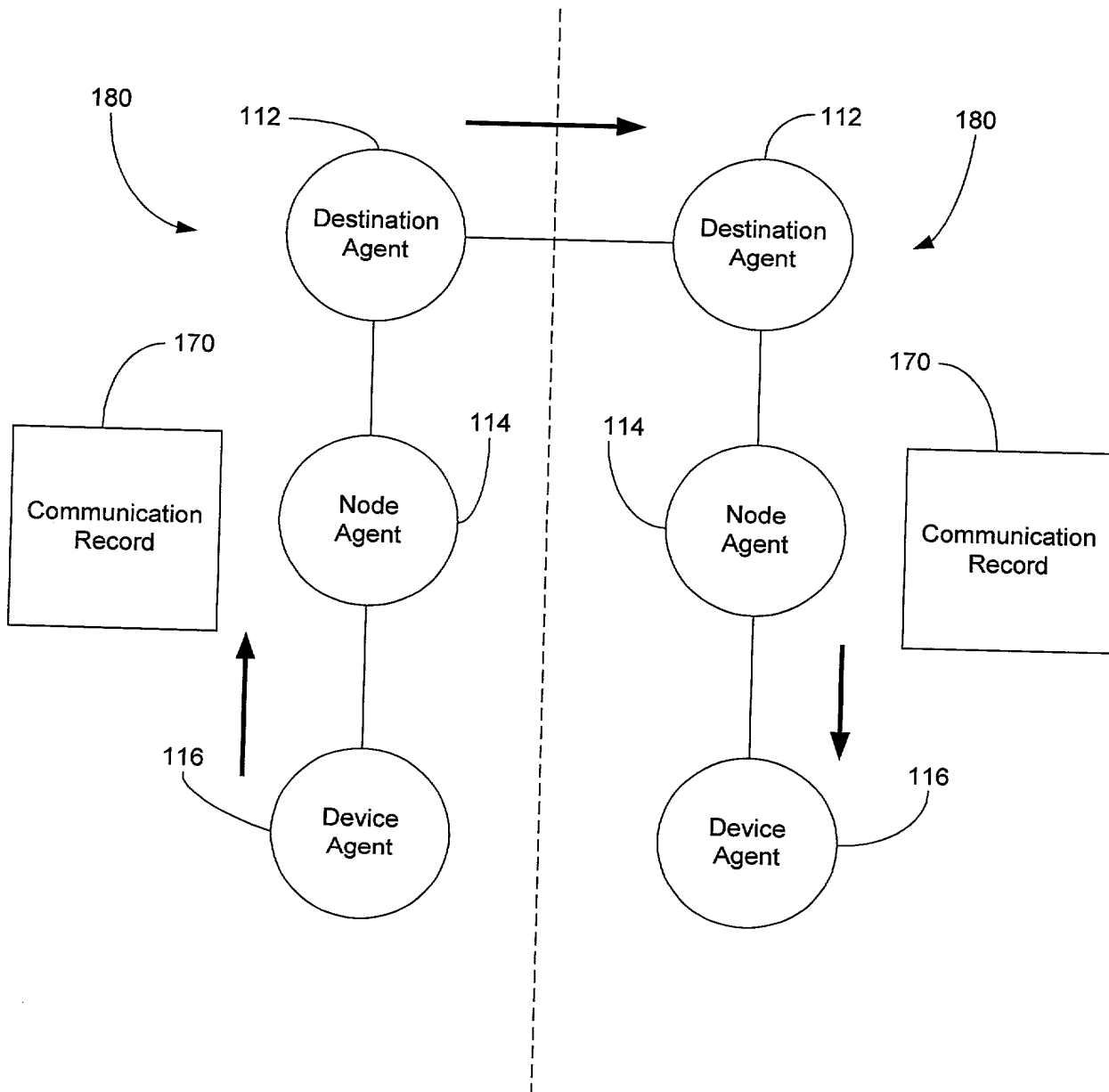


Figure 17

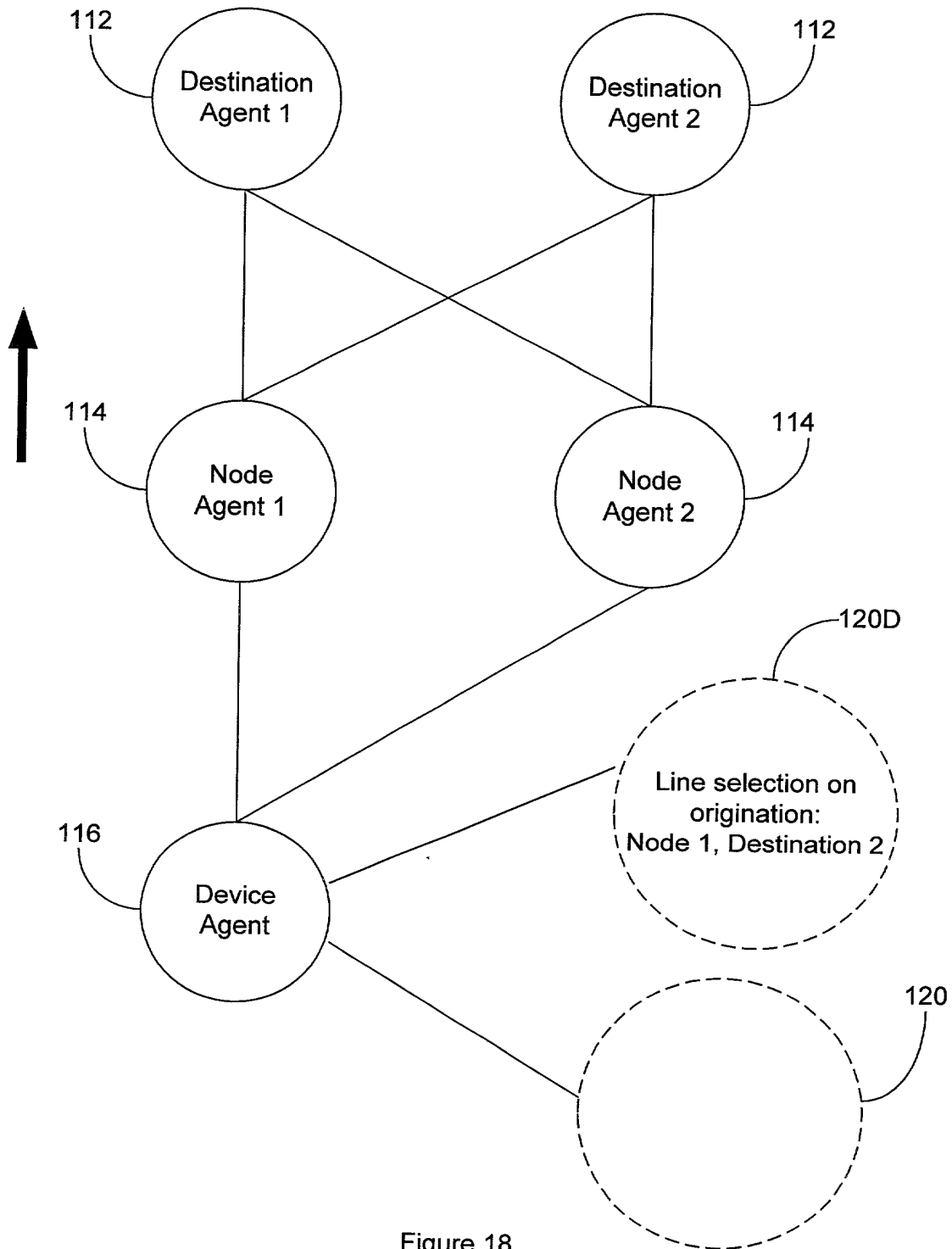


Figure 18

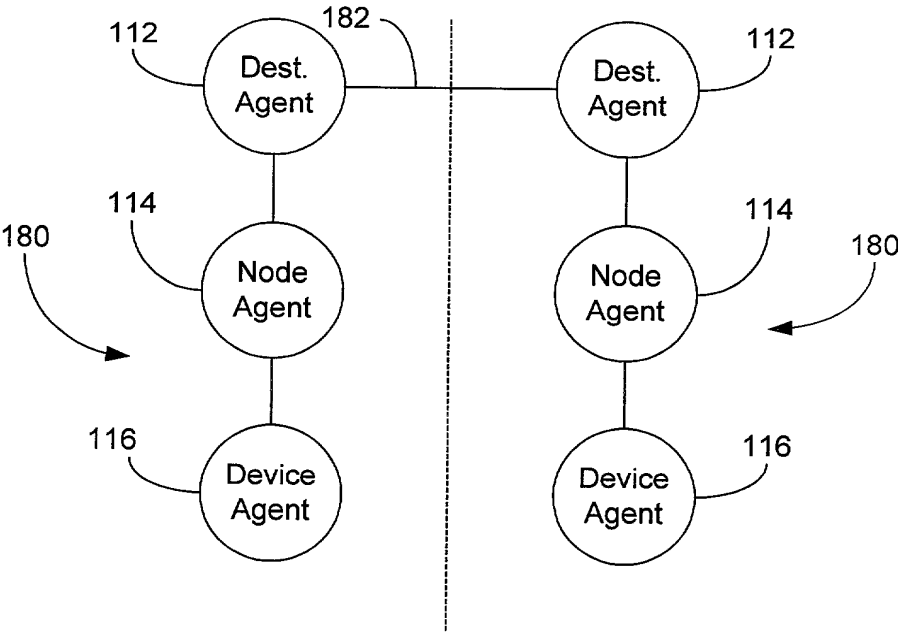


Figure 19A

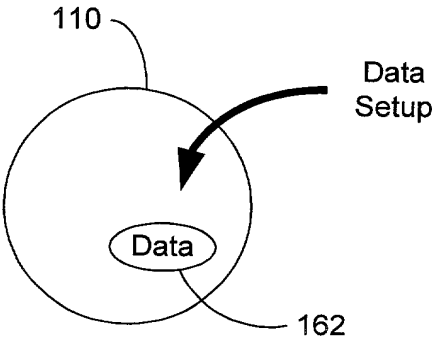


Figure 19B

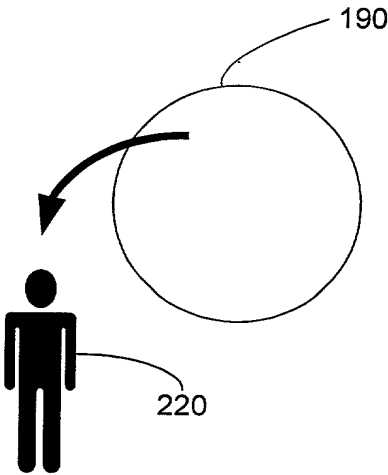


Figure 19C

Type 1 Features

- Hold
- Transfer
- Hot Line
- Call Forward
- Conference
- Swap
- Camp On
- Queue
- Call Park

Figure 20A

Type 2 Features

- Turn on/off Do Not Disturb
- Turn on/off Forwarding
- Change Forwarding Destination
- Program Speed
- Calls

Figure 20B

Type 3 Features

- Auto Attendant
- Voice Mail
- In Queue IVR
- Log In

Figure 20C

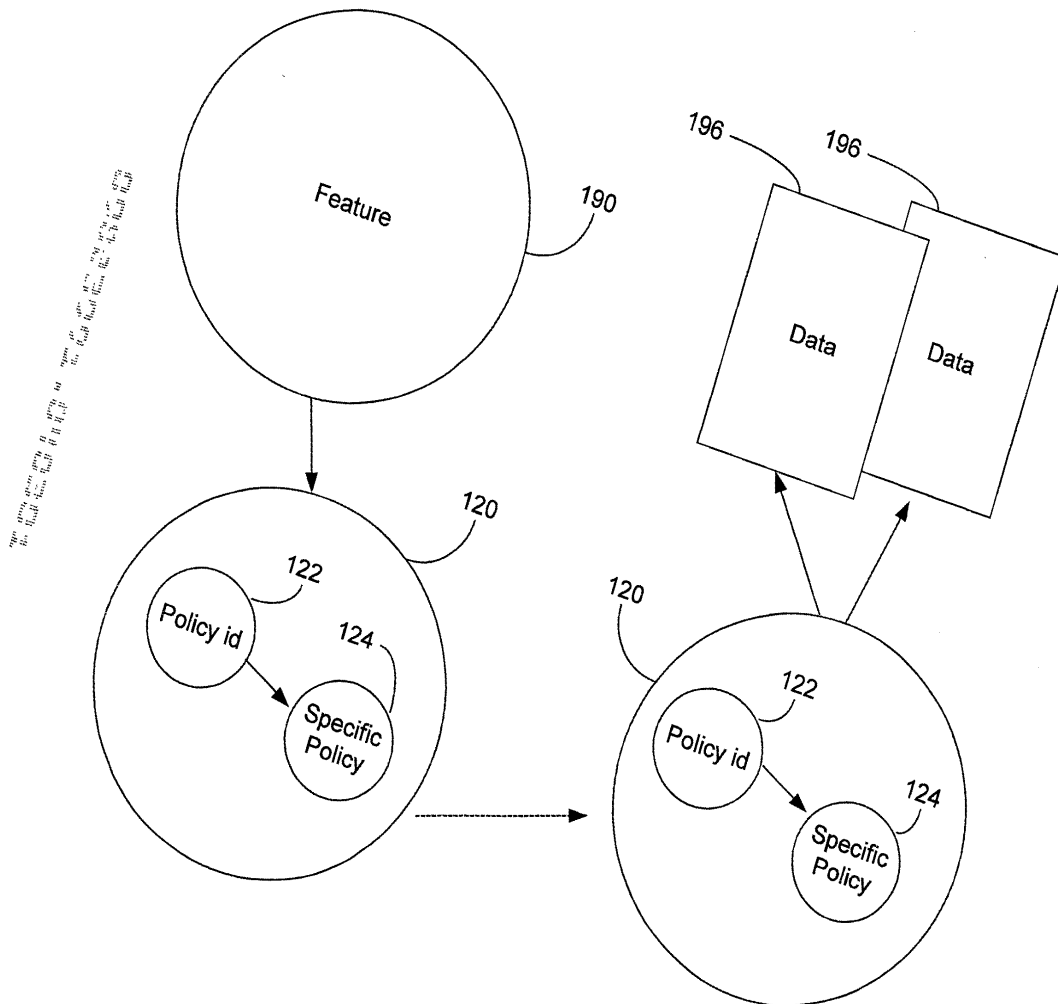


Figure 21

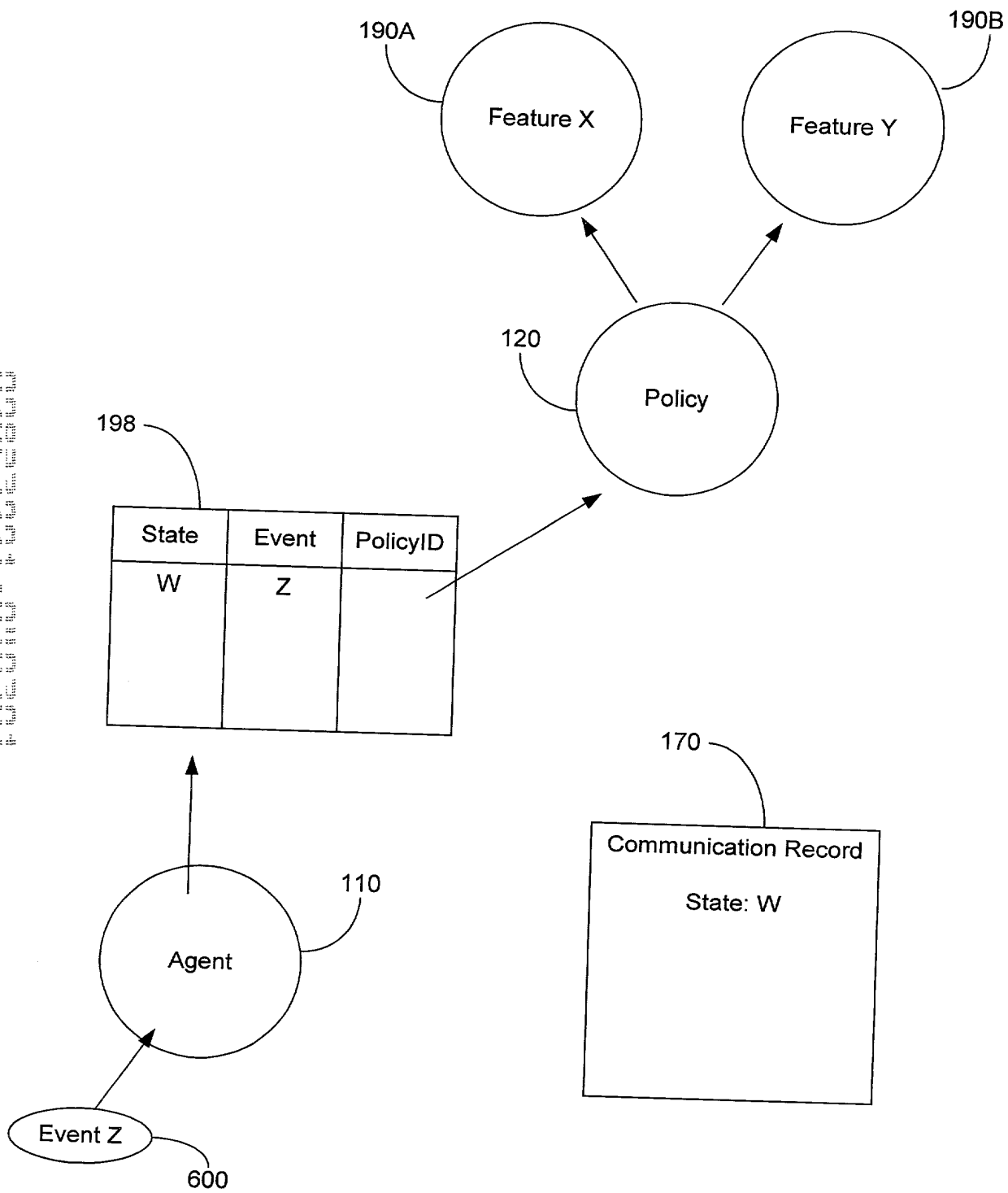


Figure 22

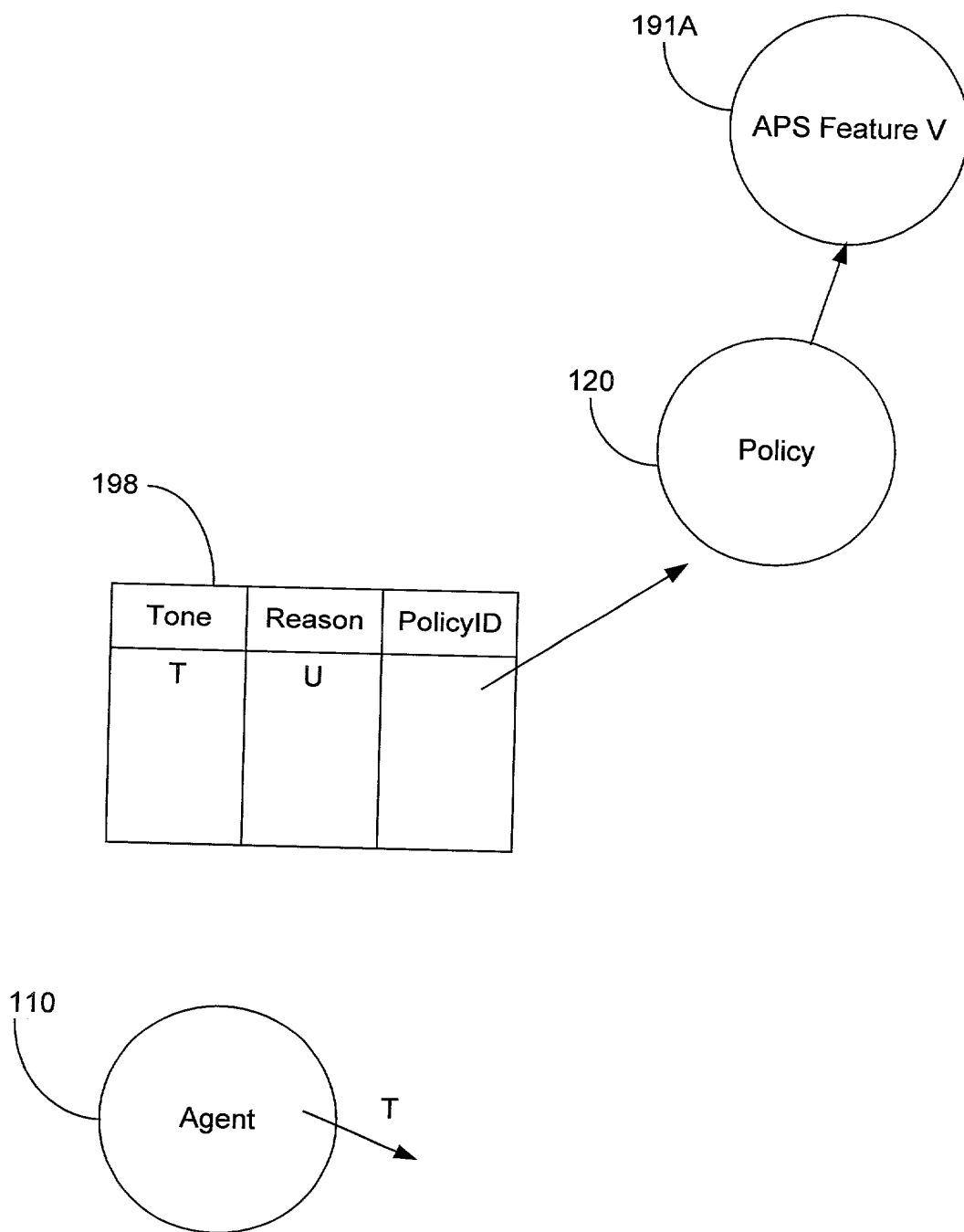


Figure 23